

Grievance Redressal Forum
TPWODL, BURLAQuarter No: SD-6/2, Sourav Vihar, Near NAC College,
Burla, Sambalpur, Pin- 768017Email: grf.burla@tpwesternodisha.com, Ph No.0663-2999601

Bench: Ranjan Kumar Naik, President, S.K Dora (Co-opted Member) and S.Tripathy, Member (Finance)



Ref: GRF/Burla/Div/BNED/ (Final Order)/23104)

Date: 23.04.26

Present:Sri Ranjan Kumar Naik, President
Sri S.K Dora (Co-opted Member)
Sri S.Tripathy Member(Finance)

1	Case No.	BRL/180/2026			
2	Complainant/s	Name & Address		Consumer No	Contact No.
		Markhanda Suna C/O-Deepanjali Chhatriya Hariom Bihar, Brajarajnagar Dist-Jharsuguda		4171-2703-0036	7849031528
3	Respondent/s	S.D.O (Elect), Brajarajnagar			Division B.N.E.D, TPWODL, Brajarajnagar
4	Date of Application	17.03.2026			
5	In the matter of-	1. Agreement/Termination	X	2. Billing Disputes	✓
		3. Classification/Reclassification of Consumers	X	4. Contract Demand / Connected Load	X
		5. Disconnection / Reconnection of Supply	X	6. Installation of Equipment & apparatus of Consumer	X
		7. Interruptions	X	8. Metering	X
		9. New Connection	X	10. Quality of Supply & GSOP	X
		11. Security Deposit / Interest	X	12. Shifting of Service Connection & equipments	X
		13. Transfer of Consumer Ownership	X	14. Voltage Fluctuations	X
		15. Others (Specify) -X			
6	Section(s) of Electricity Act, 2003 involved				
7	OERC Regulation(s) with Clauses	1. OERC Distribution (Conditions of Supply) Code,2019 ✓			
		2. OERC Distribution (Licensee's Standard of Performance) Regulations,2004			
		3. OERC Conduct of Business) Regulations,2004			
		4. Odisha Grid Code (OGC) Regulation,2006			
		5. OERC (Terms and Conditions for Determination of Tariff) Regulations,2004			
		6. Others			
8	Date(s) of Hearing	17.03.2026			
9	Date of Order	23.04.26			
10	Order in favour of	Complainant	✓	Respondent	Others
11	Details of Compensation awarded, if any.	NIL			

President

Grievance Redressal Forum
TPWODL, Burla - 768017



Place of Camp: SDO Office, Brajarajnagar

Appeared

For the Complainant- Markhanda Suna
Represented by Deepanjali Chhatriya

For the Respondent - SDO(Electrical), Brajarajnagar, TPWODL.

GRF Case No- BRL/180/2026

Markhanda Suna
C/O- Deepanjali Chhatriya
Hariom Bihar, Brajarajnagar
Dist-Jharsuguda
Consumer No-4171-2703-0036

COMPLAINANT

VRS

OPPOSITE PARTY

SDO(Electrical), Brajarajnagar, TPWODL.

GIST OF THE CASE

Deepanjali Chhatriya on behalf of Markhanda Suna appeared in the hearing on Dt. 17.03.2026 at the camp held at SDO Office, Brajarajnagar. The complainant submitted during course of hearing in brief as follows:

1. The complainant filed the petition regarding average energy bills charged previously during the year 2015 to 2016, due to defect in the old meter installed, that was replaced during Aug/Sept-2016.
2. To revise the EC bills as per actual meter consumption recorded.

Previous Complain, if any: Not Available

SUBMISSION OF OPPOSITE PARTY

The opposite party submit billing abstract from Nov-2004 to Feb-2026, a Physical Verification Report carried out on 24.03.26 & written statement in this case. In reply to the case the opposite party submitted the following facts.

1. Markhanda Suna is a Domestic Consumer of TPWODL bearing con no 4171-2703-0036.
2. The date of power supply given to consumer is 30.09.2004 (As per FG database).
3. The consumer has been served defective bill from Dec-2014 to July-2016. After that the new meter with serial no "WUS14852" was installed in the premises on August-2016. Again, another meter with serial no "LW304151" on 16.12.2020.

OBSERVATION

The case is pursued with all documents available on record and merit of the case. The complainant is an existing consumer of electricity under the operational area of TPWODL bearing consumer No 4171-2703-0036, having CD-2.00 KW under LT-Domestic category, coming under ESO-Lamtibahal & initial power supply effected on 30.09.2004. On scrutinizing the records in detail, the Forum observed the following facts which are envisaged here under that,

President

**Grievance Redressal Forum
TPWODL, Burla - 768017**

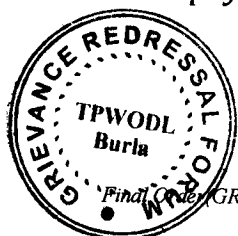
1. On examining the case in detail & as per complaint filed, the Forum observed from the licensee's available soft records (FG & Samadhan App) that Nov-2014 bill was charged on actual basis with" 140" units, considering the current reading of kwh" 6033" as recorded in meter SLNo." 8089488".
2. That, provisional/average bills raised continuously from Dec-2014 to July-2016 @ 288 units/month.
3. It was revealed that a new meter SL.No." WUS14582" was installed & updated during Aug-2016 and actual bills continued to charge thereafter till Nov-2020 after which another new meter No." LW304151" installed on 16-Dec-2020.
4. The Physical Verification Report dtd. 24.03.2026 indicated that the existing meter having SL.No." LW304151" has been found in running condition with meter status found "Ok" & advanced reading recorded as kwh"13197".


The Forum on scrutinizing the records, reports available on record & as per specific complaint filed by the complainant, construed that the energy bills charged from Dec-2014 to Aug-2016 are to be revised as per actual consumption recorded in meter No." WUS14582", to redress the grievances in an efficacious manner.

ORDER

After careful consideration of hearing and documents, statements available on records, the Forum hereby passes order in consonance with Regulation of OERC Distribution (Conditions of Supply), Code,2019

1. *The Opposite Party is directed to revise the energy bills charged from Dec-2014 to Aug-2016, on the basis of succeeding twelve months actual monthly average consumption recorded in meter SL. No."WUS14582" from the date/month of installation of the same, duly adjusting the bill revision made earlier and/or the benefit arising out of the OTS Scheme, if any.*
2. *The Opposite Party is directed to serve the revised energy charges bill with revised due date within 30 days from the issue of this Order, duly considering the applicable tariff during the period, taking into account the adjustments, if any, and adjustment for the payments made by the complainant.*




President
Grievance Redressal Forum
TPWODL, Burla - 768017

3. The Complainant is directed to pay the revised billed amount so arrived at, if any, within due date after receipt of the revised energy charges bill to which the complainant is liable to pay.

In terms of the above, the petition is disposed of.

The opposite party is directed to submit the compliance report to this Forum within one month (by the end of May-2026) from the date of issue of this order.



S.K Dora
(Co-Opted Member)
Co-opted Member
Grievance Redressal Forum
TPWODL, Burla - 768017



S. Tripathy
Member (Finance)
Member
Grievance Redressal Forum
TPWODL, Burla - 768017



Ranjan Kumar Naik
(President)
President
Grievance Redressal Forum
TPWODL, Burla - 768017

1. Markhanda Suna, C/O- Deepanjali Chhatriya, Hariom Bihar, Brajarajnagar Dist-Jharsuguda
2. Sub-Divisional Officer (Elect.) Brajarajnagar, TPWODL, with the direction to serve one copy of the order to the Complainant/Consumer
3. Executive Engineer (Elect.), BNED, TPWODL, Brajarajnagar.
4. The Chief Legal-cum-Nodal Officer, TPWODL, Burla for information.

"If the complainant is aggrieved by this order of the Grievance Redressal Forum, he/she is at liberty to make representation to the Ombudsman II, Qrs. No.3R-2(S), GRIDCO Colony, P.O:Bhoinagar, Bhubaneswar-751022 (Tel No. 0674-2543825 and Fax No. 0674-2546264) within 30 days from the date of this order of the Grievance Redressal Forum."

This Order can be accessed at TPWODL Website → tpwesternodisha.com → Customer zone → Grievance Redressal Forum → BURLA (Case No BRL/180/2026)

